

Title: EMAIL GATEWAY DIAGNOSTIC TOOL, SYSTEM, AND METHOD

Inventor: Reinier Bezuidenhout

Atty Dkt No: 042933 / 264137

1 / 11

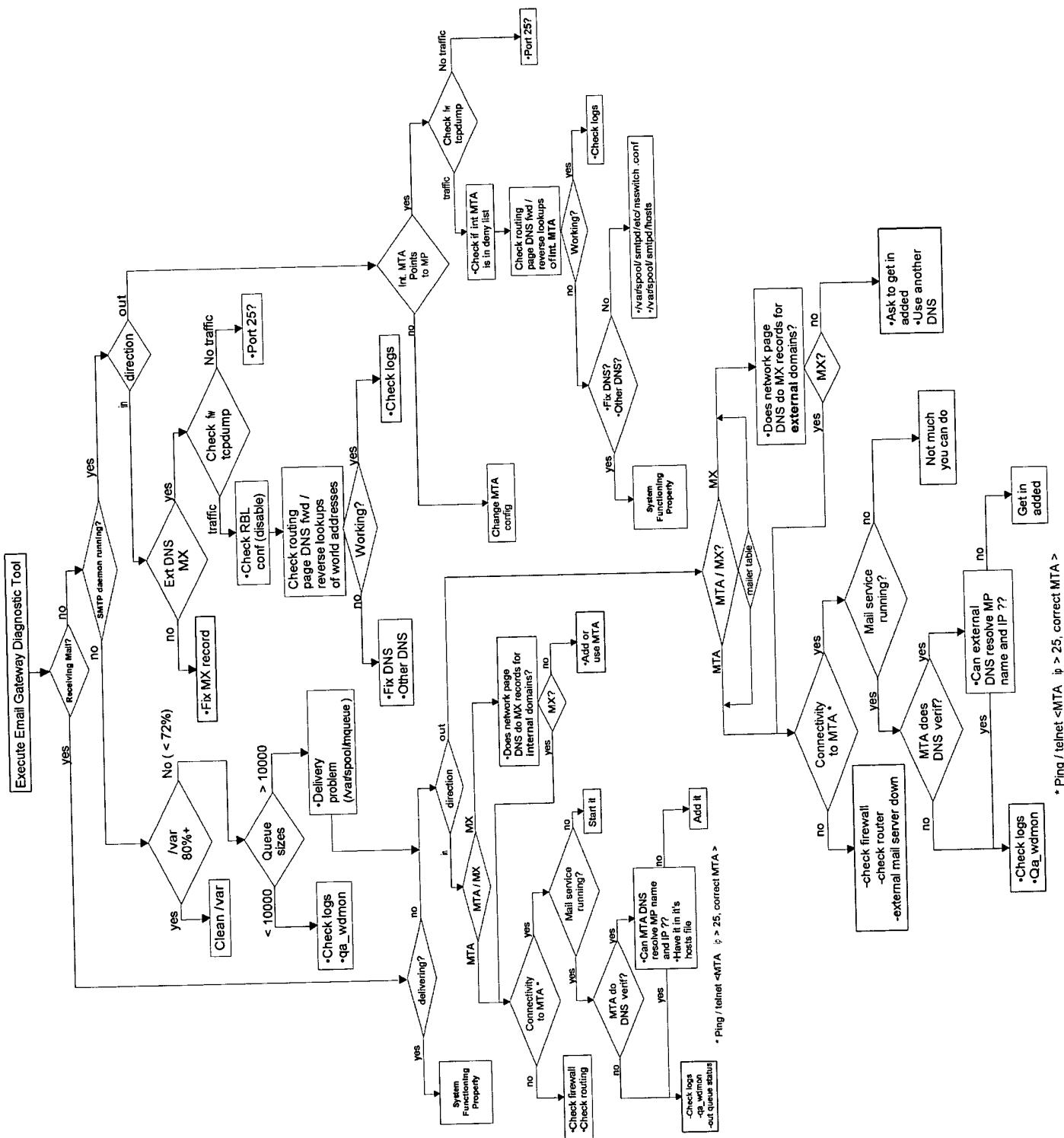


Fig. 1

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2 / 11

```
xterm
Extracting relevant information ...
Getting interface information ...
0 - Found eth0 with IP : 140.15.140.12
Found 1 interfaces

Selecting single interface as world IP
MP world IP set to 140.15.140.12

Networking page DNS server : 140.15.140.10
Routing page DNS server : 140.15.140.10
Hostname : comtar
Domain name : comaf.com
Delivery : MTA
MTA_IP : 140.15.140.140
World IP : 140.15.140.12

Please enter all the relevant information

1. Do full diagnostic
2. Do step by step diagnostic
3. Scan files in out queue

Option ? ■
```

Fig. 2

```
xterm
Hostname : comtar
Domain name : comaf.com
Delivery : MTA
MTA_IP : 140.15.140.140
World IP : 140.15.140.14

Please enter all the relevant information

1. Do full diagnostic
2. Do step by step diagnostic
3. Scan files in out queue

Option ? 2

Is the MP receiving mail (y/n)? n
Starting mail receipt debugging ....

Is the problem with inbound or outbound mail (in/out) ? in
Testing inbound receipt setup ... please wait

Checking status of smptd : OK
Using world site www.nokia.com ...
Starting forward lookup : FAILED
Doesn't seem like the external DNS can resolve names ...
Resolving www.nokia.com failed!
The MP must be able to verify inbound connection via DNS
lookup. If this is not working, messages will be rejected
Please verify that the external DNS is working properly and
that it can resolve these names
root@comtar:/opt/mp/sbin# ■
```

Fig. 3

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Atty Dkt No: 042933 / 264137

3 / 11

```
xterm
Please enter all the relevant information

1. Do full diagnostic
2. Do step by step diagnostic
3. Scan files in out queue

Option ? 2
Is the MP receiving mail (y/n)? n
Starting mail receipt debugging ....
Is the problem with inbound or outbound mail (in/out) ? out
Testing outbound receipt setup ...
Checking status of smtpd : OK
Please enter the internal mail server information :
Fully qualified domain name : beasty.pilaf.com
IP address : 140.15.140.140
Starting forward lookup : OK
Starting reverse lookup : OK
Forward and reverse lookup success ...
Verifying name matches : OK
DNS verification is working properly...
If you still have problems, please look into the following
1. Make sure the sending mail client is not in the deny list
on the message refusal page
2. If you have RBL / RSS checking enabled, disable and try again
3. Check your firewall configuration
root@comtar:/opt/nmp/sbin#
```

Fig. 4

```
xterm
Domain name : comaf.com
Delivery : MTA
MTA_IP : 140.15.140.140
World IP : 140.15.140.12

Please enter all the relevant information

1. Do full diagnostic
2. Do step by step diagnostic
3. Scan files in out queue

Option ? 2
Is the MP receiving mail (y/n)? y
Is the MP delivering mail (y/n)? n
Starting mail delivery debugging ....
Is the problem with inbound or outbound mail (in/out) ? in
Using configured MTA settings ....
Checking connectivity with 140.15.140.140
Probe port 25 : OK
Everything seems to be working .. if you are still having problems
delivering mail to your internal server, try the following:
1. Check that the internal mail service is running on the server
2. If your internal mail server does DNS verification, check if the
DNS server that your mail server is using can resolve the name
AND IP of the Nokia Message Protector (forward and reverse lookup)
root@comtar:/opt/nmp/sbin#
```

Fig. 5

4 / 11

```
xterm
Option ? 2
Is the MP receiving mail (y/n)? y
Is the MP delivering mail (y/n)? n
Starting mail delivery debugging ....
Is the problem with inbound or outbound mail (in/out) ? out
You have MX records selected for delivery ...
Please enter the domain you are sending mail to ie. yahoo.com : yahoo.com
Checking MX records : OK
Verifying MX entries ...
Doing lookup for mx2.mail.yahoo.com. :
IP = 64.157.4.78 : OK
Probe port 25 : Connection refused
IP = 64.157.4.82 : OK
Probe port 25 : Connection refused
IP = 64.156.215.5 : OK
Probe port 25 : Connection refused
Doing lookup for mx4.mail.yahoo.com. :
IP = 66.218.86.253 : OK
Probe port 25 : Connection refused
IP = 216.136.129.5 : OK
Probe port 25 : Connection refused
IP = 216.136.129.17 : OK
Probe port 25 : Connection refused
IP = 66.218.86.254 : OK
Probe port 25 : Connection refused
Doing lookup for mx1.mail.yahoo.com. :
IP = 64.156.215.5 : OK
Probe port 25 : Connection refused
IP = 64.156.215.6 : OK
Probe port 25 : Connection refused
IP = 64.157.4.78 : OK
Probe port 25 : Connection refused
One or more of the servers could not be probed on port 25.
Message Protector can't reach the server(s), and this will cause
mail delivery to fail to the domain yahoo.com
root@rear:/opt/nmp/sbin#
```

Fig. 6

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Atty Dkt No: 042933 / 264137

5 / 11

```
xterm
Hostname          : mail
Domain name       : mailmail.nokia.com
Delivery          : MX
MTA_IP            :
World IP          : 133.13.133.33

Please enter all the relevant information

1. Do full diagnostic
2. Do step by step diagnostic
3. Scan files in out queue

Option ? 2

Is the MP receiving mail (y/n)? y
Is the MP delivering mail (y/n)? n
Starting mail delivery debugging ....
Is the problem with inbound or outbound mail (in/out) ? out

You have MX records selected for delivery ...

Please enter the domain you are sending mail to ie. yahoo.com : nokia.com

Checking MX records : OK
Verifying MX entries ...
Doing lookup for mailh002.del.nokia.com. :
IP = 172.21.138.77      : OK
Probe port 25           : OK

Doing lookup for mailh003.del.nokia.com. :
IP = 172.21.138.82      : OK
Probe port 25           : OK

Doing lookup for mailh001.del.nokia.com. :
IP = 172.21.138.28      : OK
Probe port 25           : OK

Checking forward and reverse DNS entries for the MP
Using external DNS server 131.131.3.131 ..
Starting forward lookup   : OK
Starting reverse lookup   : OK

Everything seems to be working .. if you are still having problems
delivering mail to the external MTA server, try the following:

1. If you suspect the external mail server does DNS verification,
check if the external DNS server for your domain can resolve the name
AND IP of the Nokia Message Protector (forward and reverse lookup)

root@mail:/opt/nmp/sbin#
```

Fig. 7

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6 / 11

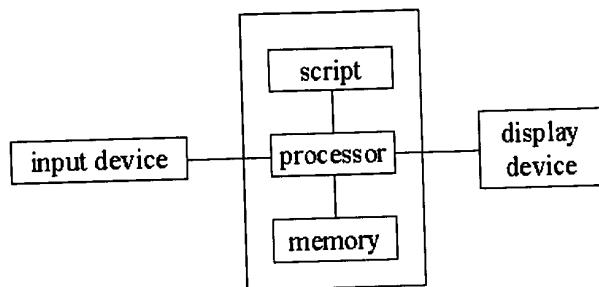


Fig. 8

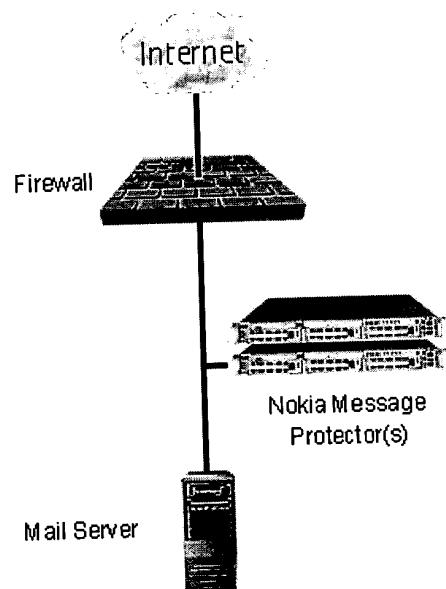


Fig. 9

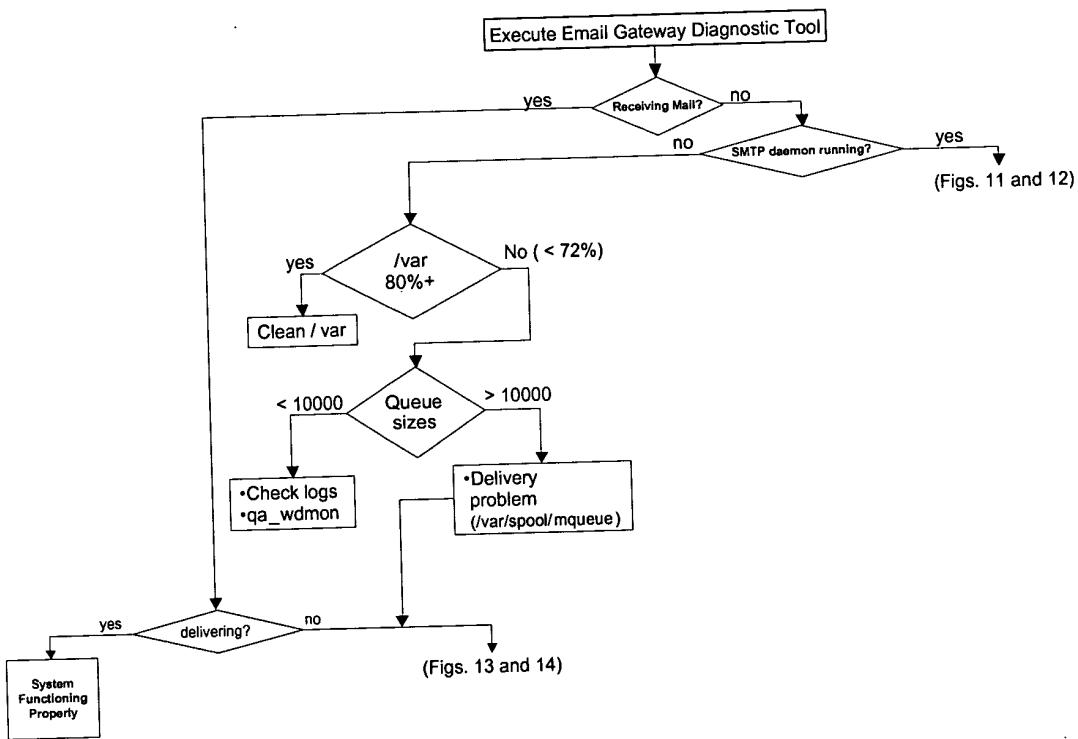


Fig. 10

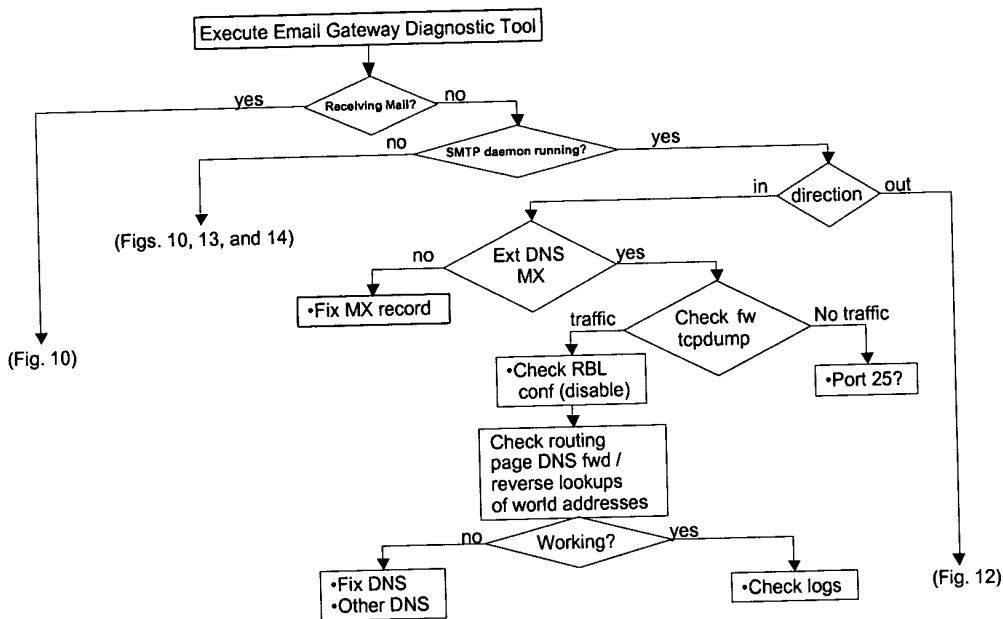


Fig. 11

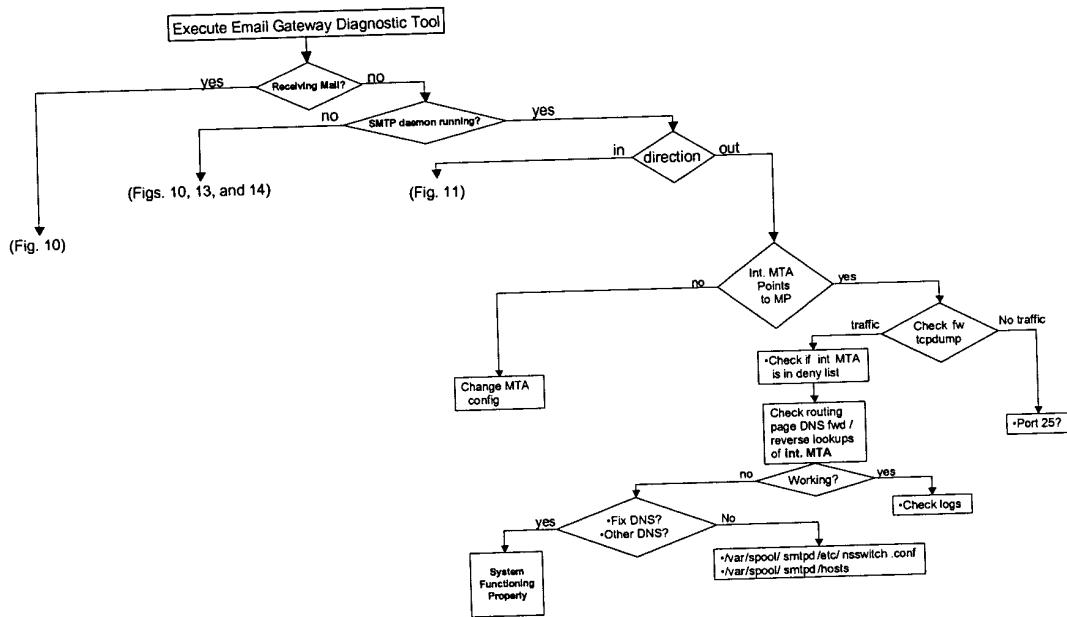


Fig. 12

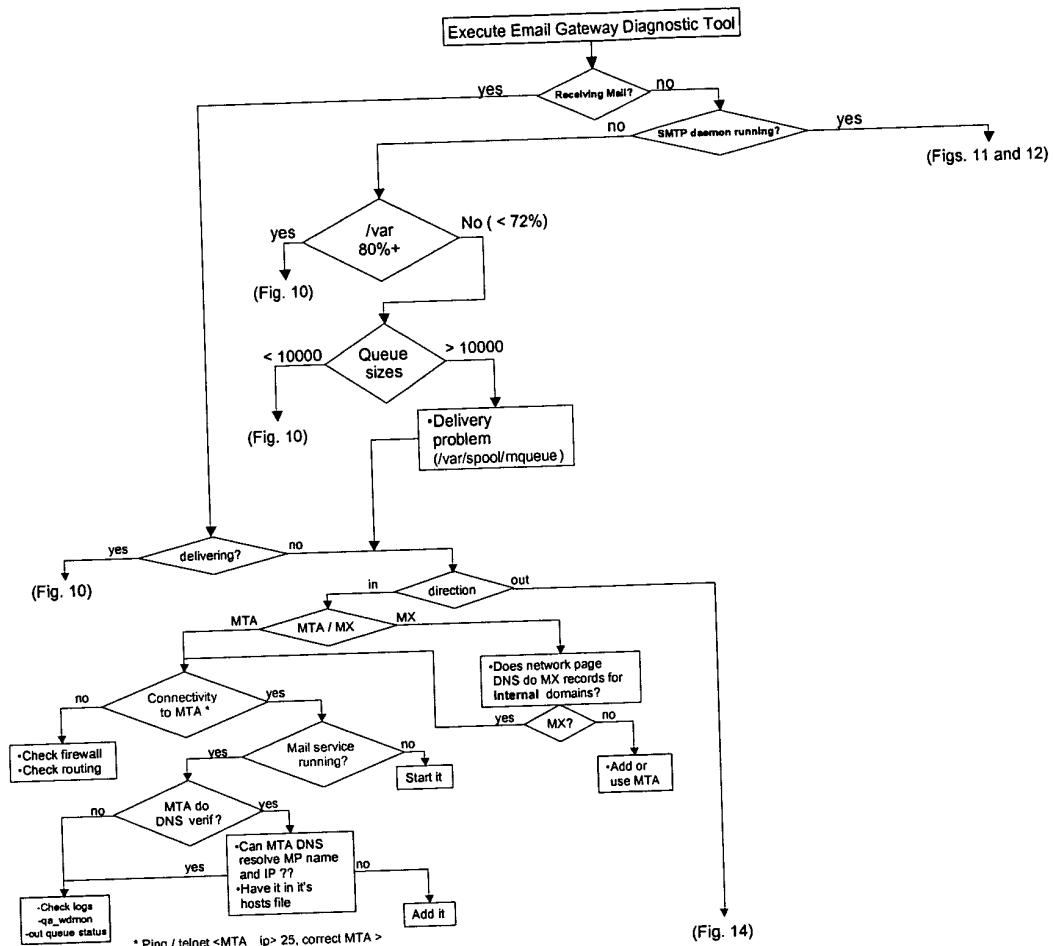


Fig. 13

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11 / 11

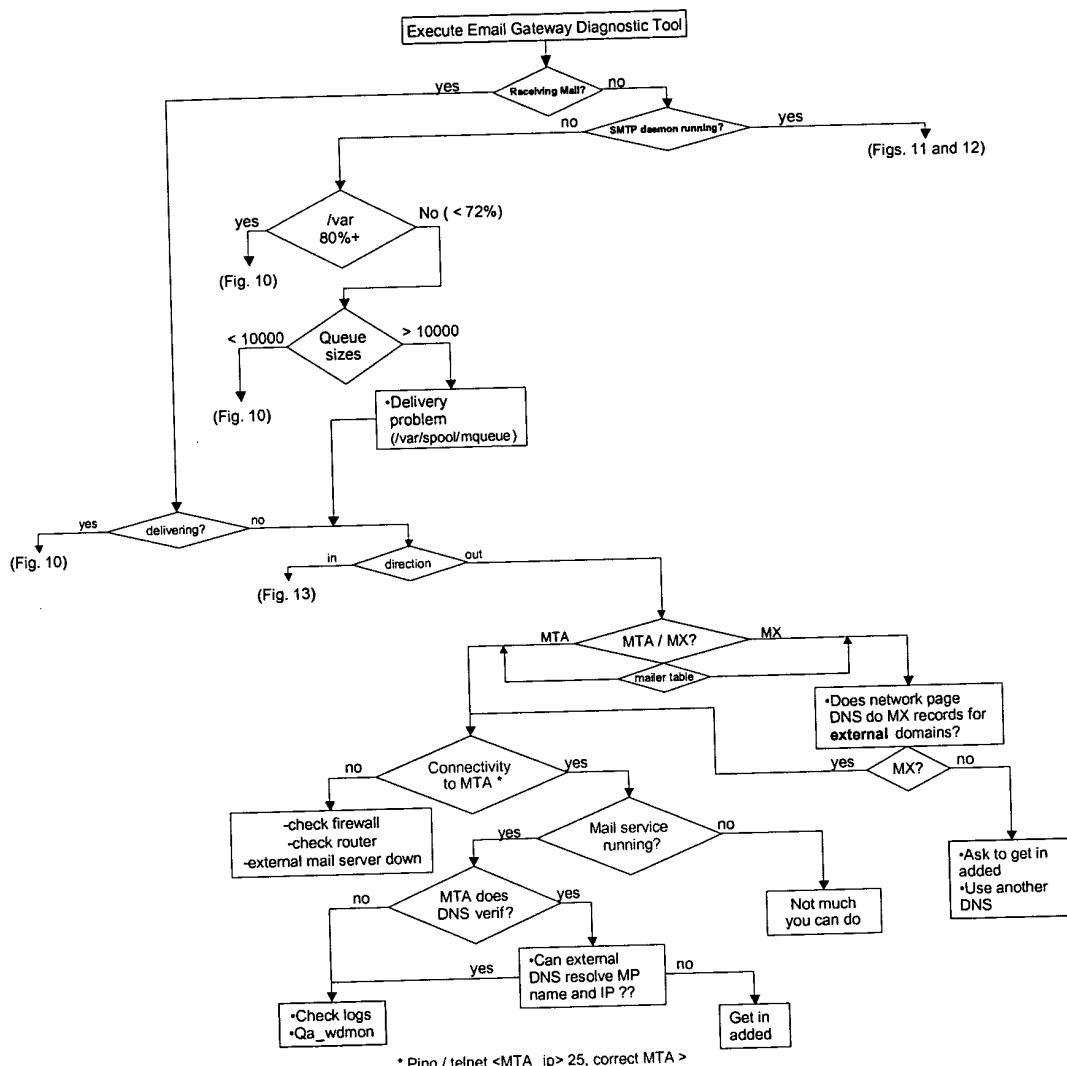


Fig. 14